

F. APPENDIX VI: EMERGENCY SUPPORT FUNCTION 6 - MASS CARE

PRIMARY AGENCY: Department of Business and Professional Regulation

SUPPORT AGENCIES: American Red Cross, Department of Agriculture and Consumer Services, Department of Education, Department of Elder Affairs, Department of Labor and Employment Security, Department of Military Affairs, Florida Voluntary Organization Active in Disaster Agencies, the Salvation Army, Department of Children and Families.

I. INTRODUCTION

The purpose of this Emergency Support Function is to coordinate activities involved with the emergency provision of temporary shelters, emergency mass feeding, and the bulk distribution of coordinated relief supplies for victims of a disaster and disaster workers. It is also the purpose of this Emergency Support Function to provide mass care information to the State Emergency Response Team.

This Emergency Support Function does not command resources, but rather works in cooperation with the governmental and non-governmental organizations in the State who provide mass care to disaster victims and disaster workers. The Department of Business and Professional Regulation, in cooperation with the other support agencies provides trained staff to perform the State mass care function during the preparation, response and recovery phases of a disaster.

II. CONCEPT OF OPERATIONS

A. GENERAL

1. During an emergency or disaster, Emergency Support Function 6 personnel assigned to the State Emergency Operations Center will respond directly to the Human Services Branch Chief who reports to the Operations Section Chief (**see Section IV. A. 2. Figure 2 of the Basic Plan**). In addition, Emergency Support Function 6 has a broad scope of responsibilities, which include:
 - a. Coordinating with the American Red Cross, the Salvation Army, and other non-governmental organizations for the provision of mass care to disaster victims and disaster workers in the State.
 - b. Providing information to the State Emergency Response Team on the level and degree of mass care activities in the State.
2. The Primary Agency will coordinate with the support agencies in order to meet the responsibilities outlined in this Appendix.

B. ORGANIZATION

1. The Primary Agency Will:
 - a. Designate an individual who is knowledgeable about State mass care to be on call at all times. This individual will carry a beeper and respond to mass care pages by the State Warning Point.
 - b. Designate an individual who is knowledgeable about State mass care to be the State Mass Care Officer at the State Emergency Operations Center when the Center is activated.
 - c. Produce a Standard Operating Procedure that standardizes recurring tasks.
2. Support agencies will make available those employees who voluntarily participate during an emergency. Employee participation will be consistent with State and department policies governing this activity.
3. The Salvation Army and the American Red Cross will provide liaisons to the State Emergency Operations Center during an activation of the Center.

C. NOTIFICATION

As a core Emergency Support Function, mass care is one of the first to be notified and activated as a result of a threat, or in response, to disaster.

1. Upon the threat of a disaster, the State Warning Point will notify the lead agency Emergency Coordination Officer or designee.
2. The Emergency Coordination Officer, as required, will coordinate notification with the American Red Cross and Salvation Army.
3. If necessary, the Emergency Coordination Officer will report to the State Emergency Operations Center to assess the situation. From the information available, the State Emergency Operations Center will determine the following:
 - a. The scope and duration of the emergency, and;
 - b. The level of staffing required to meet the obligations of Emergency Support Function 6.
4. Based on the assessment, the Emergency Coordination Officer will schedule the necessary personnel to staff the State Emergency Operations Center.

D. ACTIONS

1. Preparedness
 - a. The Primary Agency, in cooperation with the support agencies, will identify and train volunteers to staff Emergency Support Function 6 during an emergency.
 - b. Maintain a roster of trained Emergency Support Function personnel.
 - c. Review all actions during previous emergencies to determine if Emergency Support Function 6 procedures require modification.
 - d. Coordinate with the counties to ensure the statewide shelter database is updated.
2. Response
 - a. Keep the Human Services Branch Chief informed of significant mass care activities and issues.
 - b. Determine required staffing levels and schedule trained personnel accordingly.
 - c. Contact the American Red Cross and Salvation Army to determine their current activities and future actions. Request American Red Cross and Salvation Army liaisons, if required.
 - d. During an evacuation, monitor the shelter database and coordinate directly with the affected counties to ensure the information in the database is as current and as accurate as possible.
 - e. Respond in a timely manner to requests for mass care assistance from the counties.
 - f. During an evacuation, maintain coordination with ESF 15, Volunteers and Donations, on the current and future need for shelter managers.
 - g. Maintain coordination with ESF 8, Health and Medical, to ensure the needs of individuals in special needs shelters are adequately cared for.
 - h. In cooperation with the American Red Cross, Salvation Army liaisons, and emergency management personnel in the field,

gather and consolidate all information on mass care activities in the affected areas. Provide this information to the State Emergency Response Team in an organized and timely manner. In addition, agencies of Emergency Support Function 6 may serve the State Emergency Response Team in other areas of Field Operations (i.e., the Forward State Emergency Response Team, Impact Assessment Teams: Rapid Response Team, Preliminary Damage Assessment Team, Disaster Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance, etc.).

- i. Produce and update regularly a list of comfort stations and fixed feeding sites in the affected areas. This list will include all state resources positioned at these sites.
 - j. Produce and distribute a daily report on mass care meals fed, broken down by county.
 - k. As required, coordinate with Emergency Support Function 12, Energy, for priority service restoration to mass care sites and for the acquisition of supplemental power sources.
 - l. As required, coordinate with Emergency Support Function 16, Law Enforcement and Security, regarding additional security resources at mass care sites.
3. Recovery
- a. Keep the Human Services Branch Chief informed of significant mass care activities and issues.
 - b. Respond in a timely manner to requests for mass care assistance from the counties.
 - c. Determine required staffing level and schedule trained personnel.
 - d. In cooperation with the American Red Cross and Salvation Army liaisons, and emergency management personnel in the field, gather and consolidate all information on mass care activities in the affected areas. Provide this information to the State Emergency Response Team in an organized and timely manner.
 - e. Produce and distribute a daily report on mass care meals fed, broken down by county.

- f. Produce and update regularly a list of comfort stations and fixed feeding sites in the affected areas. This list will include all state resources positioned at these sites.
4. Mitigation
 - a. Appropriate Emergency Support Function 6 agencies will participate in shelter deficit reduction strategies/activities.
 - b. Emergency Support Function 6 will work with the Florida volunteer organizations and donations agencies on coordinated public education programs to reduce shelter demand.
 - c. Appropriate Emergency Support Function 6 agencies will work to educate citizens on disaster preparedness activities.

E. DIRECTION AND CONTROL

1. Emergency Support Function 6 will operate in accordance with the Emergency Support Function 6 Standard Operating Procedure. Each agency will have a thorough and up to date disaster plan to be coordinated through the Department of Business and Professional Regulation (the primary agency). When activated, all agencies will operate under these plans and financially support their own activities.
 - a. Emergency Support Function 6 coordination will include:
 - i. Prevention of duplication of goods and services as they relate to mass care;
 - ii. Coordinating the delivery of goods and services as they relate to mass care.
 - b. Emergency Support Function 6, through its lead and support agencies, will maintain a listing of all agencies active in mass care in the disaster area.
2. Emergency Support Function 6 will focus on sheltering activities, mass feeding; and will coordinate with volunteer agencies conducting mass care activities.
3. Each Agency assigned to Emergency Support Function 6 will assist in staffing the State Emergency Operations Center as required. State agencies may be asked to supply clerical/administrative personnel. Agency personnel will liaison between the State Emergency Operations Center and their operational headquarters.

4. Emergency Support Function 6 will coordinate with Emergency Support Function 15 regarding the use and coordination of ad hoc voluntary agencies that spontaneously engage in providing mass care.

III. RESPONSIBILITIES

A. PRIMARY AGENCY - DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

1. Designate an individual to be on call at all times who is knowledgeable of mass care issues in the State of Florida. This individual will carry a beeper and respond to mass care pages by the State Warning Point.
2. Designate an individual who is knowledgeable of mass care issues in the State of Florida to serve as the State Mass Care Officer when the State Emergency Operations Center is activated.
3. Produce a Standard Operating Procedure that standardizes recurring tasks.
4. Identify and train sufficient personnel to adequately Emergency Support Function 6 during activation.
5. Maintain a roster of trained personnel.
6. Provide food inspectors to assist in the inspection of mass feeding sites and food distribution centers during an emergency.

B. SUPPORT AGENCIES

1. The American Red Cross
 - a. Respond to disasters in the State by conducting mass care activities in accordance with American Red Cross policies and procedures.
 - b. Upon request, provide a liaison to the State Emergency Operations Center.
 - c. Provide timely information on American Red Cross field operations to the State Emergency Operations Center.
2. Department of Agriculture and Consumer Services

- a. Provide United States Department of Agriculture commodities to authorized mass care agencies upon receipt of validated requests.
 - b. Provide water, ice and reefer trailers to comfort stations and fixed feeding sites upon receipt of validated requests.
3. Department of Education
- Make available those employees who wish to volunteer to participate during an emergency. Employee participation will be consistent with State and Department policies governing this activity.
4. Department of Elder Affairs
- a. Make available those employees who wish to volunteer and participate during an emergency. Employee participation will be consistent with State and Department policies governing this activity.
 - b. Provide information on status and needs of community care clients and other elders before and after an event when possible.
 - c. Coordinate with area agencies on aging in the assignment of personnel to shelters to assist in meeting the needs of senior shelter residents.
5. Department of Labor and Employment Security
- Make available those employees who wish to volunteer to participate during an emergency. Employee participation will be consistent with State and department policies governing this activity.
6. Department of Military Affairs
- Support Emergency Support Function 6 by providing personnel and equipment in mass care field operations. Military support may include assistance in establishing and maintaining base camps.
7. The Salvation Army
- a. Respond to disasters in the State by conducting mass care activities in accordance with Salvation Army policies and procedures.
 - b. Upon request, provide a liaison to the State Emergency Operations Center.

- c. Provide timely information on Salvation Army field operations to the State Emergency Operations Center.
 - d. Be prepared to establish and operate thirty comfort stations in the State in response to a disaster.
 - e. Be prepared to establish and operate two base camps.
8. The Florida Voluntary Organization Active in Disaster
- Assist in identifying voluntary agencies that will assist in mass care activities including mobile feeding, shelter staffing, food preparation, and bulk supply transportation. These activities will be coordinated with Emergency Support Function 15.
9. Department of Children and Families
- a. Make available those employees who wish to volunteer and participate during an emergency. Employee participation will be consistent with State and Department policies governing this activity.
 - b. Coordinate mental health activities in the field
 - c. Upon the Federal Emergency Management Agency's approval of a Disaster Mental Health grant, establish mental health teams in comfort stations.

IV. FINANCIAL MANAGEMENT

Agencies should document all expenses related to their disaster activities. These would include travel, maintenance, meals, etc. Identify process for documenting expenditures for cost recovery after the incident period and the communication process used to notify agency budget/financial sections of expenditures.

V. REFERENCES AND AUTHORITIES

- A. "The State of Florida State Emergency Response Team Standard Operating Procedure;" Emergency Support Function 6.
- B. Independent Authorities
 - 1. This annex does not supplant existing plans or existing authorities, which have been developed for response incidents under American Red Cross statutory authorities other than the Robert T. Stafford Act.

2. Support agencies which have their own mission authorities and funding to respond to disaster situations, will respond initially under those statutory authorities, these will take precedence over the authorities provided under the Robert T. Stafford Act.